



ADUR & WORTHING  
COUNCILS

## Parking Services

### Annual Report 2019-2020



Photo: Gemma Collins



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## Introduction

Adur District Council and Worthing Borough Councils are committed to providing a range of high quality parking services for residents, businesses and visitors to help manage the flow of traffic, support our local economy, support road safety and accessibility and support sustainable transport options. The services include managing council owned car parks and managing on street parking enforcement on behalf of West Sussex County Council in a fair and transparent manner.

Parking controls form an essential part of traffic management, by helping to balance the conflicting requirements of providing sufficient parking to allow the economy to thrive whilst minimising traffic congestion and air pollution.

A good parking service is important for local communities to help manage issues such as indiscriminate parking, parking on grass verges, obstructions, illegal parking or other more locally specific parking related problems which often have an adverse impact. It is therefore important that the approach to parking management is informed by an understanding of the needs of communities so that future issues can be minimised or avoided.

The main purpose for this report is to provide key information about our parking services for 2019/20. Future annual reports will be available on our website at [www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)

## Overview

Adur District Council owns and manages 14 car parks and Worthing Borough Council owns and manages 28 car parks. In addition the Councils manage on street parking enforcement on behalf of West Sussex County Council.

Parking controls and charges are used to manage availability of short stay parking spaces to meet the needs of the town centre residents and encourage long stay parking to take place off-street. This helps to contribute to a higher turnover of vehicles on the street allowing ease of access for visitors and customers. It is used to balance the needs of residents, businesses and visitors.

The Parking Team works closely with West Sussex County Council to ensure that ad hoc demands and enforcement requests can be met. In turn a very close relationship is maintained with all our Civil Enforcement Officers who are employed by the Council's parking contractor NSL Services, which helps to ensure that all communication between the organisations is reflected in our enforcement.

A number of large events take place within the borough and district throughout the year. This requires careful planning to ensure that any impact to the surrounding area is kept to a minimum. The Parking Team in partnership with NSL services is equipped to arrange parking bay suspensions or dispensations where necessary to ensure events run smoothly and help balance the needs of different stakeholders.

Details of the Council car parks can be found at: <https://www.adur-worthing.gov.uk/parking/adur-car-parks/> <https://www.adur-worthing.gov.uk/parking/worthing-car-parks/>

### **Website**

Information held on the Adur and Worthing Councils website ([www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)) relating to parking is regularly reviewed and updated to ensure that it meets the needs of the customer. All consultations and changes to tariffs are reflected on the website.

All of the guidelines relating to season tickets and residents permits are clearly detailed on our website under the relevant pages. Details of the Controlled Parking Zone, including area map and permit prices are also available.

### **Payment Channels**

Adur and Worthing Councils have various payment channels within the car parks, including standard pay & display options, Pay by Phone using the app and multi-storey car park users can use a self-service system which automatically bills users based on number plate recognition. We also offer season tickets at a number of sites.

In Worthing drivers working in the BN11 postcode area can apply for a town centre workers permit which enables customers to park in one of the multi-storey car parks at a discounted price.

### **DPA/Park mark**

The safer parking scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A park mark is awarded to each car park that achieves the challenging standards. The distinctive park mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

In the UK, a quarter of car parks have achieved the Park Mark Award. That's 5,000 of an estimated 17,000 - 20,000 car parks across the country. Most car parks are safe places, most of the time. But not all! Park Mark helps you tell the difference.

Each car park undergoes a rigorous assessment by specially trained police assessors and it is the car park that is awarded not the organisation. The car parks that do achieve the award have management practices and security measures assessed and these practices actively reduce crime.

There are 12 car parks in Worthing that have achieved the Safer Parking Award and 12 that have achieved the Safer Parking Award and Disability Parking Accreditation. In Adur 5 car parks have achieved both the SPA and DPA award and one car park has received the SPA only. The Council is working on all the car parks to achieve both the SPA and DPA award.

### **Electric Vehicle Charging points:**

There are electric charging points at Brooklands Western Road, Worthing, High Street Multi-Storey Car Park, Worthing and Pond Road Car park, Shoreham. The Council are working with the County Council at installing additional electric charging points across Adur and Worthing not only in car parks but also on the highway.

## Key Service improvements & future plans

During the year the following projects have been implemented:

**Contactless Upgrades** - All three of the Multi-Storey car park payment machines have been upgraded to accept Contactless payment

**Barcode readers** - All three Multi-Storey Car Parks have had barcode readers fitted, this will assist businesses and events, where businesses may wish to offer money off parking if a customer spends a certain amount of money in their shop, the barcode ticket which businesses can purchase from the council can then be given to customers who will receive cheap or free parking.

**Electric Bikes** - Since the council declared a climate emergency, the council's contractor NSL Services has purchased Electric Bikes which will assist in reducing carbon footprint as well as enabling officers to visit remote areas.

**Autobill – self serve** - The Council has introduced a self-service option for customers which enables customers to register an account for the Multi-Storey car parks and be billed for their parking sessions on a weekly basis rather than having to visit a payment machine. This has resulted in a smoother customer experience as customers can now amend their information immediately on the system and no longer have to queue at the parking machines to make payment.

**Virtual Season Tickets & MiPermit Pay by phone** - The Council changed its provider for pay by phone payments for surface car parks to MiPermit. In addition, customers can now purchase season tickets for the surface car parks which are virtual and there is nothing required to be displayed, all details automatically appear on the Civil Enforcement Officer's hand held computer when checking vehicles.

**Dementia Friendly Parking Spaces** - The Council has installed dementia friendly parking spaces at Buckingham Road Multi-Storey car park, Worthing and Pond Road car park, Shoreham.

### Future plan:

**Adur Pay & Display Machines to be upgraded to accept Contactless payments** - The Council will be upgrading all of the pay and display machines in the Adur car parks so contactless can be used to make payments in addition to paying by phone or paying by cash.

**Virtual permits On-Street** - In consultation with West Sussex County Council virtual permits will be rolled out across the County.

## The Parking Services Teams

The success of our parking operation depends largely on the staff working for the service. We always aim to ensure that staff have the most up to date training, skills, experience, qualifications and technical knowledge to deliver the best possible service to our stakeholders, businesses, visitors and residents. The service consists of three teams:

**The Parking Services Team** consists of four members of staff who deal with all correspondence from the first challenge, to ultimately, a case being referred to a bailiff.

All staff in this team have received full training in the Traffic Management Act 2004 as well as training on all relevant legislation, guidelines and statutory processes in relation to enforcement and appeals. Their principal duties are responding to challenges, representations and adjudications, which include carrying out investigations into the issue of the Penalty Charge Notices. This involves DVLA checks, location/map checks, TRO checks, evidence supporting the PCN and machine breakdown check etc.

The aim of the process is to ensure that all tickets have been issued appropriately and fairly, and any points raised by the recipient are considered in relation to the penalty charge notice received.

The team also manages the contracts, webpage & communications, season tickets and provides advice and contributes to strategic planning around the parking agenda and sustainable transport.

**The Operations Team** based in High Street MSCP in Worthing is responsible for ensuring the Multi-Storey car parks are kept safe and clean and are responsible for the day to day operations and running of the car parks. The team is the first point of contact for people using the MSCPs and is generally on site between 7am and 10pm.

**Civil Enforcement Officers (CEO's)** - The CEO team, employed by our contractor NSL is responsible for both on and off street parking enforcement across the whole of the borough and district. CEO's are deployed with patrols concentrated in locations where parking related issues are most prevalent.

We operate intelligence led patrolling which means that the team frequently receives and responds to specific concerns and /or requests received for parking enforcement from members of the public and other agencies such as police and schools.

All our CEOs have completed a City & Guilds Level 2 qualification in Civil Parking Enforcement, which includes CEO roles and responsibilities and conflict management. They have also completed a range of other generic training such as Health and Safety and Customer Service.

## Parking Enforcement & Notice Processing

The council operates Civil Parking Enforcement (CPE) under Part 6 of the Traffic Management Act 2004 (TMA).

The council's approach to parking enforcement is to be fair and transparent with the aim of delivering the best possible service to motorists. The principles we work to are set out below.

*Fair & Transparent*

- We will explain and communicate the parking rules
- Where possible we will photograph parking contraventions to support the issue of a penalty charge notice
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the borough and district
- We will review parking services regularly to see how they can be improved
- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges to recover debt owed to the Councils
- We will work with the police to prevent crime and anti-social behaviour and to protect our Civil Enforcement Officers against abuse and violence

#### *Best possible service*

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop online services to improve customer access to information
- We will develop the on-street parking service to include: Blue Badge enforcement, school patrols, advice and information and assistance at special events
- We will continuously work towards our Good Service Standard

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is that we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested

#### **Frequency of Patrols**

The town centres are where most congestion occurs and we aim to make visits to each location throughout the day. Other areas are visited on an "as and when" basis and based on intelligence. A mobile patrol is also employed to visit locations such as school 'keep clear' markings and bus stop clearway markings and to attend to reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day.

#### **Periods of Enforcement**

Periods of enforcement vary by location. Motorists should ensure that they observe the regulations displayed in the area in which they park or the Controlled Parking Zone signs (if appropriate). Failure to do so may result in the issue of Penalty Charge Notice.

Bank holidays and public holidays are classed as normal working days of the week; there are no special rules in force on those days. In view of this, any Penalty Charge Notice that is issued on Bank Holidays will be upheld unless the circumstances are such that they fall into the criteria for cancellation.

### **Observation period**

Observations periods, (the length of time a vehicle is observed before a PCN is issued) can be found at: <https://www.adur-worthing.gov.uk/parking/pay-a-penalty-charge-notice/>

### **Penalty Charge Notices and the Appeals Process**

Our parking team is committed to being firm but fair, transparent and consistent in our approach to Penalty Charge Notice challenges, representations and appeals.

The council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges in a timely fashion, typically 15 days, and all formal representations must, by law, be responded to within 56 days.

### **Penalty Charge Notices**

A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. The Traffic Management Act 2004 introduced differential sums of £70/£50 and £50/£25 for penalty charge notices issued. A 50% discounted amount is applied to both charge amounts if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served. The higher sum is applied to penalty charge notices issued for higher contraventions for example parking on yellow lines, without a permit, whereas the £50 sum is applied to penalty charge notices issued for lower contraventions for example for not displaying a valid pay and display ticket or parked beyond the bay markings.

All Penalty Charge Notices issued contain details about how to pay or how to make an appeal and all appeals must be made in writing either by letter or on line in accordance with the legislation. Adur and Worthing Councils Parking Services team deal with correspondence at all stages of the appeals process.

Any appeal against or payment for a PCN and any photographic evidence in relation to a PCN can be viewed and made at: [www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)

## **Penalty Charge Notice (PCN'S) Statistics and Information**

### **Total PCN's Issued Financial Year 2018/19 & 19/20**

#### **Adur District**

PCNs issued on the highway and served in person

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	330	286	304	340	429	326	267	240	229	200	226	229	<b>3406</b>
2019	215	291	299	289	246	191	221	195	197	176	184	87	<b>2591</b>



#### PCNs issued on the highway served by post

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	0	0	0	0	0	0	0	0	0	0	0	0	0
2019	0	1	1	2	1	0	1	1	1	1	2	1	12

#### PCNs issued in car parks served in person

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	205	193	164	216	205	218	222	204	226	196	197	277	2523
2019	216	255	216	202	189	202	168	210	201	186	157	147	2349

#### PCNs issued in car parks served by post

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	0	0	0	0	0	0	0	0	0	0	0	0	0
2019	0	2	1	0	0	0	0	0	1	0	1	1	6

### Worthing Borough

#### PCNs issued on the highway and served in person

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	1869	2192	1733	1788	1816	1636	2011	2370	2396	2194	1597	1520	23122
2019	1597	1755	1817	1646	1509	1767	2110	1931	1686	1198	1156	785	18957

#### PCNs issued on the highway served by post

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	0	0	0	0	0	0	0	0	0	0	0	0	0
2019	0	7	7	10	5	6	4	10	5	1	9	10	74

#### PCNs issued in car parks served in person

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	158	205	184	175	197	216	202	222	193	171	213	177	2313

2019	194	176	225	180	235	233	240	211	194	166	204	161	<b>2419</b>
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PCNs issued in car parks served by post

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			TOTAL
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
2018	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
2019	0	0	0	1	0	0	0	1	1	0	0	0	<b>3</b>

Some Penalty Charge Notices are issued instantly e.g. where a vehicle is parked within a restricted bay for example a bay that has been suspended, whilst others require an observation period to be given e.g. vehicles parked in a car park without displaying a valid pay and display ticket or a season ticket.

### Higher & Lower Rate Contraventions

It is acknowledged that some contraventions are more serious than others. For example parking on a pedestrian crossing would attract a high band PCN, whereas parking for longer than permitted would attract a lower band PCN. The two bands are priced accordingly to reflect this.

The number of higher contraventions that are recorded On-Street exceeds those within our Car Parks.

### Higher and Lower statistics 2019-2020

Adur 2019/2020												
On-St	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
H	138	179	181	170	173	119	126	131	130	123	132	60
L	77	112	118	119	73	72	95	64	67	53	52	27
Off-St												
H	33	34	30	31	56	49	46	43	26	16	16	11
L	161	142	195	149	179	184	194	168	168	170	141	136
Worthing 2019/2020												
On-St	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
H	1105	1230	1282	1190	1085	1273	1615	1411	1288	912	911	585
L	492	525	535	456	424	494	495	520	398	286	245	200
Off-St												
H	29	32	24	29	50	46	40	40	24	25	11	19
L	165	144	201	151	185	187	200	171	170	141	193	142

## Top Contraventions for On-Street Parking

The tables below indicate that parking in a Resident or Shared space is the main contravention that occurs on our streets. The top contraventions that occur on the street are classed as higher band penalties.

### Top Contraventions Statistics for On-Street (2019-2020)

#### Adur District

Financial Year	Contravention most PCNs issued for:
2019-2020	Yellow line contravention

#### Worthing Borough

Financial Year	Contravention most PCNs issued for:
2019-2020	No valid Permit

### Top Contraventions statistics for Off-Street (2019-2020)

The top contraventions within our Car Parks are listed below. These are all lower band penalties

#### Adur District

Financial Year	Contravention most PCNs issued for:
2019-2020	No Valid P&D Ticket

#### Worthing Borough

Financial Year	Contravention most PCNs issued for:
2019-2020	No Valid P&D Ticket

## Cancellations

A Penalty Charge may be cancelled where there are significant mitigating circumstances or if there has been an error with the Penalty Charge being issued.

### Percentages of PCN's cancelled as a result of an appeal (2019-2020)

#### Adur District On-Street PCNs cancelled for Financial Year 2019-2020:

1	% Spoiled	0.19%
2	% CEO Error	0.66%
3	% Cancelled – Unable To Enforce	0.23%

<b>4</b>	% Cancelled - Mitigating Circumstances	<b>1.74%</b>
<b>5</b>	% Cancelled - Unable to Recover Debt	<b>3.05%</b>

#### **Worthing Borough On-Street PCNs cancelled for Financial Year 2019-2020:**

<b>1</b>	% Spoiled	<b>0.24%</b>
<b>2</b>	% CEO Error	<b>0.63%</b>
<b>3</b>	% Cancelled – Unable To Enforce	<b>0.09%</b>
<b>4</b>	% Cancelled - Mitigating Circumstances	<b>2.99%</b>
<b>5</b>	% Cancelled - Unable to Recover Debt	<b>2.25%</b>

Each case is considered on its own merit, taking into account all of the evidence available and the circumstances at the time.

#### **Challenges, Representations and Appeals**

If the recipient of a PCN feels that the PCN should not have been issued for whatever reason, they have the right to submit an appeal. All appeals must be received in writing (via post or email), full instructions of how to appeal are printed on the back of the Penalty Charge Notice for the ease of the customer.

There are three stages of appeal that are open to the customer:

1. Informal Challenge (within 28 days although only has 14 days from date of issue/service to qualify for the discounted charge should the challenge be rejected)
2. Formal Representation (Customer receives a Notice to Owner which must be completed and returned within 28 days)
3. Appeal to Traffic Penalty Tribunal (A formal representation must have been received and rejected. Appealing to TPT must be made within 28 days of rejection of formal representation). Extensive information with regards to the appeal process and the option available can be found on [www.patrol-uk.info](http://www.patrol-uk.info) or at [info@trafficpenaltytribunal.gov.uk](mailto:info@trafficpenaltytribunal.gov.uk)

If the customer does decide to challenge the PCN within the 14 day discounted period and the challenge is rejected, the 14 day discount period is usually then re-offered.

#### **Number of PCN incoming correspondence On and Off-St**

<b>On Street Worthing</b>	Apr	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Informal Challenges	27	45	310	293	279	237	247	209	307	221	189	190
Accepted	30	34	30	50	75	34	30	49	55	60	22	19
Rejected	84	159	171	149	187	127	107	177	155	194	79	78
Formal Representation	73	31	33	22	42	51	48	55	76	110	79	57
Accepted	4	8	3	1	5	7	8	5	3	13	7	7

Rejected	46	35	13	15	17	22	18	26	34	34	41	43
<b>Off Street Worthing</b>	April	May	June	July	August	Sep	Oct	Nov	Dec	Jan	Feb	March
Informal Challenges	5	31	59	86	209	189	135	127	54	66	67	59
Accepted	16	40	25	46	60	41	38	51	20	17	12	21
Rejected	25	31	14	38	70	113	79	72	32	32	17	19
Formal Representation	22	14	7	5	6	4	14	12	5	24	7	10
Accepted	5	4	1		1		1	2			2	5
Rejected	6	10	4	5	2	2	3	8	4	2	6	7

<b>On Street Adur</b>	Apr	May	June	July	August	Sep	Oct	Nov	Dec	Jan	Feb	March
Informal Challenges	1	11	48	67	55	51	43	41	25	27	35	17
Accepted	6	7	10	6	6	6	6	4	5	7	5	2
Rejected	8	13	29	46	50	29	21	40	10	14	7	14
Formal Representa tion	16	6	2	9	6	12	16	13	10	18	15	8
Accepted	3			1		1	1	1		1	1	1
Rejected	9	8	3	3	4	3	7	12	3	5	3	6
<b>Off Street Adur</b>	Apr	May	June	July	August	Sep	Oct	Nov	Dec	Jan	Feb	March
Informal Challenges	8	30	43	97	44	65	51	38	51	54	52	44
Accepted	9	25	7	2	27	22	23	13	10	10	13	15
Rejected	20	39	18	47	18	10	41	20	27	28	13	18
Formal Representa tion	9	5	4	8	7	14	6	10	15	10	7	7
Accepted	1				2	3	1	3		1	1	2
Rejected	8	5	2	6	3	1	2	5	2	10	4	5

## Learning from Appeals

We aim to help motorists understand the parking regulations in our response to appeals. We do this by including evidence such as photos of the vehicle, photos of the relevant signs & road markings, extracts from the Highway Code, the Blue Badge Scheme book and relevant legislation if appropriate.

If a PCN challenge reaches the adjudicators stage their decision is considered carefully to ensure that future appeals benefit from any guidance given. If recommendations are issued by the adjudicator, these are considered within the internal procedures of the service including policies or guidance notes where appropriate.

We also benefit from sharing the adjudicator's decision of our appeals amongst the Civil Enforcement Officers and back office team as a continual learning process to ensure that every case is being dealt with at the highest standard – from issuing a PCN to responding to the appeal and providing clear and concise submissions.

For details of tribunal statistics for the council's please visit the Traffic Penalty Tribunal website at: <https://www.trafficpenaltytribunal.gov.uk/publications-library/>

## Permits

Waiting lists for Resident Permits are continually under review. Customers on waiting lists for zones where permits are in high demand are contacted periodically to ensure that the list is kept as up to date as possible. The number of customers on the waiting lists will include non-residents, 1<sup>st</sup> and 2<sup>nd</sup> permit requests.

## Resident Permit Statistics

Area	Financial Year 2019-2020 No of people waiting for 2nd Permits
Zone A	33
Zone B	0
Zone C	47
Zone D	0
Zone E	0
Zone F	18
Zone G	40
Zone H	0
Zone J	0
Zone K	0
Zone L	0
Zone M	0
Zone N	0

## Freedom of Information (FOI)

The Freedom of Information Act 2000 (FOI) came into force in January 2005. This means that the general public have even greater access to information held by Adur District and Worthing Borough

Council that they had previously. Parking Services receives Freedom of Information requests and must respond to these in accordance with the legislation

For the financial year 2019-2020, Parking Services received a total of 22 Freedom of Information Requests and 6 EIR requests

**Three most common questions we receive:**

<b>Questions 2019-2020</b>	
The number of Penalty Charge Notices issued within financial years	
Income for Penalty Charge Notices issued within financial years	
The number of Penalty Charge Notices cancelled within financial years	

**Parking Statistics 2019-2020**

<b>Number of Notice to Owner forms issued inc Reg 10 PCN/NtO's</b>	<b>5,808</b>
<b>Number of Charge Certificates issued</b>	<b>3,923</b>
<b>Number of Order for Recovery issued</b>	<b>3,779</b>
<b>Number of Warrants issued</b>	<b>3,544</b>

**Parking Income/Expenditure:**

<b>Income/Expenditure for 2019-2020 WORTHING</b>	
<b>Income On-Street (Worthing CPE)</b>	<b>£ (5,99,533)</b>
<b>Income On-Street (Worthing CPZ)</b>	<b>£ (1,663,240)</b>
<b>Expenditure On-Street (Worthing CPE)</b>	<b>£ 881,533</b>
<b>Expenditure On-Street (Worthing CPZ)</b>	<b>£ 232,334</b>
<b>Income Worthing Car Parks</b>	<b>£ (2,812,351)</b>
<b>Expenditure Worthing Car Parks</b>	<b>£ 2,225,345</b>
<b>Income from PCNs On-Street Worthing</b>	<b>£716,211</b>
<b>Income from PCNs Off-Street Worthing</b>	<b>£72,041</b>

<b>Income/Expenditure for 2019-2020 ADUR</b>	
<b>Income On-Street</b>	<b>£ (147,868)</b>
<b>Expenditure On-Street</b>	<b>£ 167,432</b>
<b>Income Adur Car Parks</b>	<b>£ (272,285)</b>
<b>Expenditure Adur Surface Car Parks</b>	<b>£ 13,6931</b>
<b>Income from PCNs On-Street Adur</b>	<b>£100,417</b>
<b>Income from PCNs Off-Street Adur</b>	<b>£71,845</b>

In West Sussex the District and Borough Councils have been delegated responsibility for the day to day management of the County Councils parking portfolio through Agency Agreements. Details relating to income received from Penalty Charge Notices (on and off-street) may be obtained from the respective District or Borough Council. Expenditure is made up of the cost of providing the parking portfolio, development of Road Space Audits and Controlled Parking Zones plus public

transport support of £620,600. The surplus will be held and used towards the total cost of providing the County Council's parking service plus public transport support the following year.

In the financial year April 2019 to March 2020 West Sussex County Council received parking income of £4,459,400 against expenditure of £4,327,900 leaving a surplus of £131,500 for the year.

In Adur District, WSCC received parking income of £11,800 against expenditure of £73,100 leaving a deficit of £61,200 for the year

In Worthing Borough, WSCC received parking income of £2,561,200 against expenditure of £1,273,700 leaving a surplus of £1,287,500 for the year

For further information please visit:

[https://www.westsussex.gov.uk/media/14186/wscs\\_parking\\_data\\_2019.pdf](https://www.westsussex.gov.uk/media/14186/wscs_parking_data_2019.pdf)

### **Glossary of Terms used when dealing with a Penalty Charge Notice**

Charge Certificates	The notice served 28 days after the service of the Notice to Owner form if the Penalty Charge Notice remains unpaid. This notice increases the Penalty Charge by 50%
Civil Enforcement Officer (CEO)	The name given to the officers that enforce parking restrictions for the Authority
Contravention	Where a motorist does not comply with a parking regulation (formally referred
Dispensation	A dispensation is where permission to park in contravention of a parking restriction is given.
DVLA- No Response	The state refers to the DVLA being unable to provide an address for the owner of the vehicle at that time.
Formal Representation	An appeal made within 28 days of the service of the Notice To Owner to the Registered Keeper
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of its issue. The recipient may either pay in full at this stage
Not Contested	The appeal has not disputed by the Council
Off-Street	This relates to facilities and enforcement to Council Managed Car Parks.
On-Street	This relates to facilities and enforcement on the Highway.
Park Mark (SC)	Safer Parking status, Park Mark, is awarded to parking facilities and has met the requirements of a risk assessment conducted by the Police.
Parking Regulations/Parking Restrictions	The rules that motorists must follow. These can be a result of Traffic Regulation Orders (TRO's) or national legislation
Penalty Charge Notice	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
Registered Keeper	The person who is deemed responsible for the payment of a Penalty Charge Notice irrespective of whether they were driving at the time of the contravention. These details are obtained from the



	Driver and Vehicle Licencing Agency (DVLA)
Spoilt	An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued.
Traffic Management Act 2004 (TMA 2004)	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
Traffic Penalty Tribunal (TPT)	The Independent body that considers appeals in relation to Penalty Charge Notices where the appellant is unhappy with the Authority's response to their Formal Representation. This is the final stage of appeal for the motorist and their decision is binding on both the Authority and the Motorist.
Traffic Regulation Order (TRO)	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.

### Contravention Code List – On Street

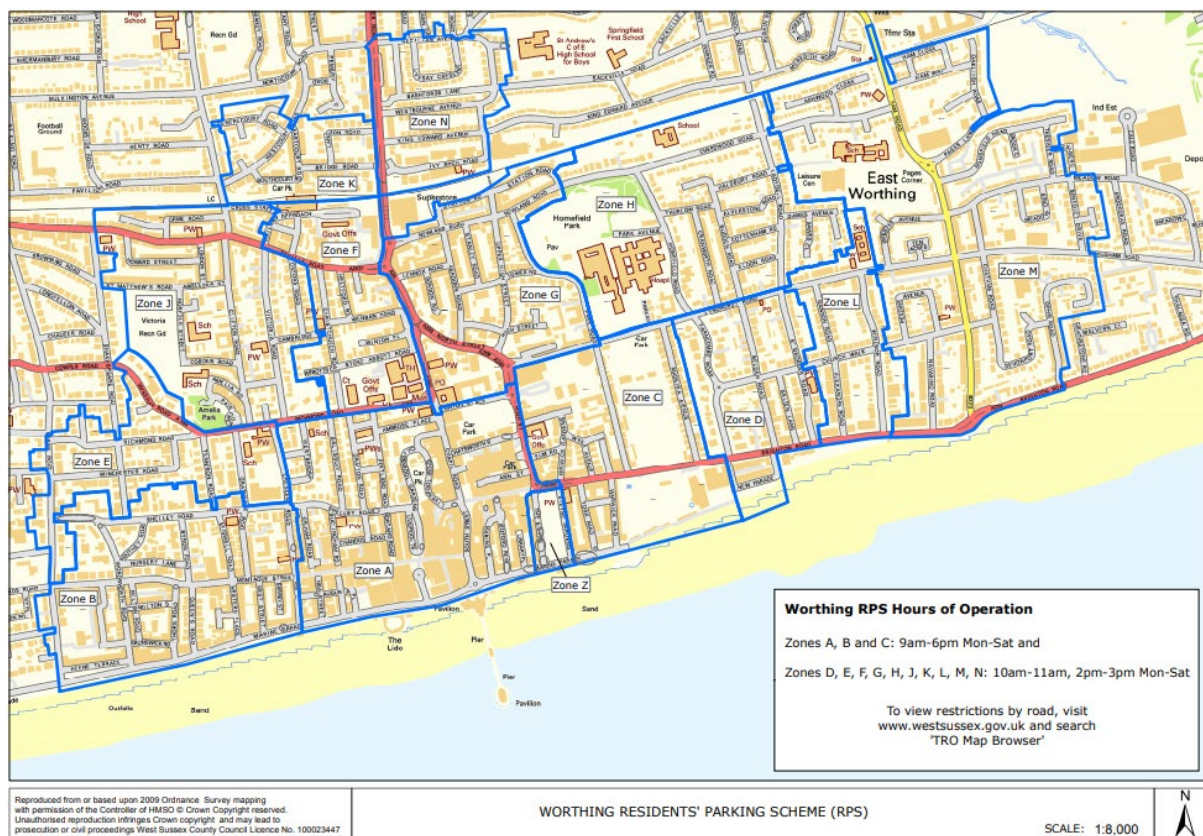
Higher/Lower	Offence Code	Offence Description
Higher	01	Parked in a restricted street during prescribed hours
Higher	02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
Lower	05	Parked after the expiry of paid time
Lower	06	Parked without displaying a valid pay & Display ticket or voucher
Lower	07	Parked with payment made to extend the stay beyond initial time
Higher	12	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket
Higher	16	Parked in a suspended bay or space or part bay or space
Lower	19	Parked in residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket
Higher	21	Parked in a suspended bay or space or part of bay or space
Lower	22	Re-parked in the same parking place or zone within one hour of leaving
Higher	23	Parked in a parking place or area not designated for that class of vehicle
Lower	24	Not parked correctly within the bay or space
Higher	25	Parked in a loading place during restricted hours without loading

Higher	27	Parked in a special enforcement area adjacent to a dropped footway, cycle track or verge lowered to meet the level of the carriageway
Higher	28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge
Lower	30	Parked for longer than permitted
Higher	40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	42	Parked in a parking place designated for police vehicles
Higher	45	Parked on a taxi rank
Higher	46	Stopped where prohibited (on a red route or clearway)
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school when prohibited
Higher	49	Parked Wholly or partly on a cycle track or lane
Higher	99	Stopped on a pedestrian crossing and/or crossing area marked

#### Contravention Code List – Off Street

Higher/Lower	Offence Code	Offence Description
Higher	81	Parked in a restricted area in a car park
Higher	82	Parked after expiry of paid for time
Higher	83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
Higher	85	Parked in a permit bay without clearly displaying a valid permit
Lower	86	Parked beyond bay markings
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	91	Parked in a car park or area not designated for that class of vehicle
Higher	92	Parked causing an obstruction

## Worthing Resident Parking Scheme Map



For further information please visit

<https://www.adur-worthing.gov.uk/media/Media,103767,smxx.pdf>